

RUBRIC: SERVICE HELP DESK

Live Performance at State Championship

Skill sets: Students can present and discuss the school help desk with a panel of judges.
All students practice ethical, safe and legal behavior using technology.

Presenters should be able to discuss the following questions:

- Who is the customer base
- How long has the help desk been in place
- Who staffs the help desk
- What processes are used
- How are requests for support received by the help desk
(phone, e-mail, online submissions, etc)
- How are records (data) kept over time
- How are requests tracked from start to finish
(utilizing a software tool, printed tickets in binders, etc)
- What changes are implemented based on the data collected?

School: _____

School District: _____

Help Desk Presenter: _____

Help Desk Presenter: _____

	CRITERIA	SCORE
Presentation	Demonstrates good eye contact; speaks clearly; well-prepared	1 2 3 4 5
Customers	Demonstrates knowledge of customers; procedures	1 2 3 4 5 6 7 8 9 10
Processes	Describes the process	1 2 3 4 5 6 7 8 9 10
Data Analysis	Describes use of data	1 2 3 4 5 6 7 8 9 10
	TOTAL SCORE OUT OF 35 :	